



# **Survey of CSB Working Relationships with Community Colleges/Colleges/Universities**

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**Office of the Inspector General  
Survey of CSB Working Relationships with  
Community Colleges/Colleges/Universities**

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## **Section I**

### **Office of the Inspector General Survey of CSB Working Relationships with Community Colleges/Colleges/Universities**

#### **Introduction**

During the investigation by the Office of the Inspector General (OIG) of the April 16, 2007 critical incident at VA Tech, the OIG for the first time had involvement with a college/university counseling center. The results of this investigation highlighted the importance of effective working relationships among a number of community organizations and various departments of the college/university. Particularly important is the relationship between the local community services board (CSB) and the college or university.

In an effort to better understand the relationships across the Commonwealth between CSBs and colleges/universities regarding certain mental health services, the OIG conducted a survey of the CSBs in August 2008. The survey form was sent to all 40 CSBs on August 12, 2008 and responses were due on August 25. The response rate was 100%.

Section II of the report includes a summary of the results of the survey. Section III (Appendix) contains the survey instrument and a table that displays the responses of all 40 CSBs to the questions in the survey.

It is important to note that this survey focuses primarily on the relationship between CSBs and colleges/universities relating to specific clinical services delivered by CSBs to students. It does not deal with a wide range of other activities that may connect CSBs and these institutions.



## Section II

### Summary of Survey Results

#### Established Working Relationships

The CSBs were asked, “Have you developed any type of working agreement with any community college/college/university in your community?” Working agreement can be a written agreement or other less formal understanding.

- 16 or 40% of the CSBs responded that they do have such working agreements.
- Of these 16 CSBs:
  - 7 are in urban communities
  - 9 are in rural communities
- These 16 CSBs have working agreements with 27 different institutions
- The following chart identifies the CSBs having working agreements with higher education institutions and the related institution(s).

#### CSBs Having Working Agreements with Institutions

CSB	Colleges / Universities
Alleghany Highlands	Dabney Lancaster Community
Central Virginia	Central VA Community Lynchburg College Randolph College Sweet Briar College VA University of Lynchburg
Colonial	College of William & Mary
Cumberland Mountain	Southwest Virginia Community
Fairfax-Falls Church	George Mason University Northern Virginia Community (Annandale Campus-NVCC)
Hanover County	Randolph Macon College
Henrico Area	University of Richmond
Highlands	Emory & Henry College Virginia Highlands Community
Mount Rogers	Wytheville Community
New River Valley	VA Tech Radford University New River Community
Norfolk	Old Dominion University
Planning District One	U.VA's College at Wise Mountain Empire Community
Rappahannock Area	University of Mary Washington
Rappahannock-Rapidan	Lord Fairfax Community Germanna Community
Region Ten	University of Virginia
Richmond Behavioral Health Authority	Virginia Commonwealth University University of Richmond

For each of the 27 colleges/universities that have a working agreement with a CSB, the CSB was asked to indicate whether or not the working agreement addresses the following areas:

- 26 agreements (96.3%) include referral procedures for CSB emergency services.
- 21 agreements (77.8%) include referral procedures for CSB outpatient services.
- 21 agreements (77.8%) include prescreening protocols for temporary detention orders (TDO).
- 7 agreements (25.9%) include protocols for disaster response.
- 14 agreements (51.9%) include procedures for exchange of information regarding students who are served by the CSB.
- 7 agreements (25.9%) include protocols related to provision of medication to students who are served by the CSB.
- 6 agreements (22.2%) include designation of a contact person at the institution who can be contacted 24 hours/day by the CSB to facilitate the collection of information about a student who is the subject of a TDO.
- CSBs report that 5 (18.5%) of the colleges/universities that have working agreements with CSBs send a representative to commitment hearings when the subject is a student.

### **Other Questions**

All 40 CSBs were asked to respond to the following questions about their relationships with and services to the students of local colleges/universities:

- Do you have regular or periodic meetings with representatives of colleges/universities in your area to address areas of mutual interest?
  - 15 of the CSBs (37.5%) responded yes.
- Do you offer any special or targeted services/programs to students of colleges/universities?
  - 9 of the CSBs (22.5%) responded yes.



- Would you provide mandated services to students when these services are required by a college/university as a part of a planned intervention with troubled students? (Note: This is not referring to court ordered outpatient treatment but to services mandated by the college/university.)
  - 38 of the CSBs (95%) responded yes.
- Have you ever been asked by a college/university to provide mandated services to a student?
  - 18 CSBs (45%) responded yes.
- Do you conduct prescreening evaluations for TDOs on the campus of local colleges/universities? Respond NA if there are no colleges/universities in your catchment area.
  - 14 CSBs (35%) responded yes.
  - 1 CSB (2.5%) responded Not Applicable because there are no colleges/universities in their catchment area.

### Section III

#### Attachment A

#### OIG Survey of CSB Working Relationships with Community Colleges/Colleges/Universities

Name of Community Service Board:

Name of person completing survey:

Email address of person completing survey:

Phone number of person completing survey:

1. Have you developed any type of working agreement with any community colleges/colleges/universities in your community? Yes ☐ No ☐

**If you answered No to # 1 above, please skip to question #3. If you answered Yes to # 1, please proceed to question #2 and then #3.**

2. This question asks for specific information about the working agreement(s) you have developed with community colleges/colleges/universities. Please note that the question is repeated three times to allow you to respond uniquely for working relationships with more than one institution.

Name of first institution with which you have working relationship:

Please indicate whether or not your working agreement addresses each of the following areas:

- |  |                              |                             |
|--|------------------------------|-----------------------------|
| a. Referral procedures for CSB emergency services  | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| b. Referral procedures for CSB outpatient services   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| c. Prescreening protocols for TDOs   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| d. Protocols for disaster response   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| e. Procedures for exchange of information regarding students who are served by the CSB   | Yes <input type="checkbox"/> | No <input type="checkbox"/> |
| f. Protocols related to provision of medication to students who are served by the CSB  |                              |                             |
| g. Designation of a contact person at the institution who can be contacted 24 hours/day by the CSB to facilitate the collection of information about a student who is the subject of a TDO | Yes <input type="checkbox"/> | No <input type="checkbox"/> |

- h. Does the college/university send representatives to commitment hearing when the subject is a student? Yes ☐ No ☐

Name of second institution with which you have working relationship: Please indicate whether or not your working agreement addresses each of the following areas:

- a. Referral procedures for CSB emergency services Yes ☐ No ☐  
b. Referral procedures for CSB outpatient services Yes ☐ No ☐  
c. Prescreening protocols for TDOs Yes ☐ No ☐  
d. Protocols for disaster response Yes ☐ No ☐  
e. Procedures for exchange of information regarding students who are served by the CSB Yes ☐ No ☐  
f. Protocols related to provision of medication to students who are served by the CSB  
g. Designation of a contact person at the institution who can be contacted 24 hours/day by the CSB to facilitate the collection of information about a student who is the subject of a TDO Yes ☐ No ☐  
h. Does the college/university send representatives to commitment hearing when the subject is a student? Yes ☐ No ☐

Name of third institution with which you have working relationship:

Please indicate whether or not your working agreement addresses each of the following areas:

- a. Referral procedures for CSB emergency services Yes ☐ No ☐  
b. Referral procedures for CSB outpatient services Yes ☐ No ☐  
c. Prescreening protocols for TDOs Yes ☐ No ☐  
d. Protocols for disaster response Yes ☐ No ☐  
e. Procedures for exchange of information regarding students who are served by the CSB Yes ☐ No ☐  
f. Protocols related to provision of medication to students who are served by the CSB  
g. Designation of a contact person at the institution who can be contacted 24 hours/day by the CSB to facilitate the collection of information about a student who is the subject of a TDO Yes ☐ No ☐  
h. Does the college/university send representatives to commitment hearing when the subject is a student? Yes ☐ No ☐

3. Please answer yes or no to the following questions:

3a. Do you have regular or periodic meetings with representatives of colleges/universities in your area to address areas of mutual interest? Respond NA if there are no colleges/universities in your catchment area

Yes ☐ No ☐ NA ☐

3b. Do you offer any special or targeted services/programs to students of colleges/universities?

Yes ☐ No ☐

3c. Would you provide mandated services to students when these services are required by a college/university as a part of a planned intervention with troubled students?

Yes ☐ No ☐

3d. Have you ever been asked by a college/university to provide mandated services to a student?

Yes ☐ No ☐

3e. Do you conduct prescreening evaluations for TDOs on the campus of local colleges/universities? Respond NA if there are no colleges/universities in your catchment area.

Yes ☐ No ☐ NA ☐

## Attachment B (Part 1)

CSB	Q1	Q2	Q2a	Q2b	Q2c	Q2d	Q2e	Q2f	Q2g	Q2h
	Developed any type working agreement with community college/college/univ. in your community?	Name of institution(s) and does your agreement address the following? See Q2a thru Q2h	Referral procedures for CSB emergency svcs?	Referral procedures for CSB outpatient svcs?	Prescreening protocols for TDOs?	Protocols for disaster response	Procedures for exchange of information re: students who are served by the CSB?	Protocols related to provision of medication to students who are served by the CSB?	Designation of a contact person at the institution who can be contacted 24 hours/day by the CBS re: student subject of TDO?	Does the college/univ send representatives to commitment hearing when subject is a student?
Alexandria	N									
Alleghany Highlands	Y	Dabney Lancaster Community	Y	Y	Y	Y	Y	Y	N	N
Arlington	N									
Blue Ridge Behavioral	N									
Central Virginia	Y	Central VA Community	Y	Y	Y	N	N	N	N	N
		Lynchburg College	Y	Y	Y	N	N	N	N	N
		Randolph College	Y	Y	Y	N	N	N	N	N
		Sweet Briar College	Y	Y	Y	N	N	N	N	N
		VA University of Lynchburg	Y	Y	Y	N	N	N	N	N
Chesapeake	N									
Chesterfield	N									
Colonial	Y	College of William & Mary	Y	N	Y	Y	Y	N	Y	N
Crossroads	N									
Cumberland Mountain	Y	Southwest Virginia Community	Y	Y	N	N	N	N	N	N
Danville-Pittsylvania	N									
Dickenson	N									
District 19	N									
Eastern Shore	N									
Fairfax-Falls Church	Y	George Mason University	Y	Y	Y	N	Y	Y	N	Y

		Northern Virginia Community (Annandale Campus-NVCC)	Y	N	N	N	N	N	N	N
Goochland-Powhatan	N									
Hampton-Newport News	N									
Hanover County	Y	Randolph Macon College	Y	Y	Y	N	Y	N	N	N
Harrisonburg- Rockingham	N									
Henrico Area	Y	University of Richmond	Y	N	Y	N	Y	N	Y	Y
Highlands	Y	Emory & Henry College	Y	Y	Y	Y	Y	Y	N	N
		Virginia Highlands Community	Y	Y	Y	N	Y	N	N	N
Loudoun County	N									
Middle Peninsula- Northern Neck	N									
Mount Rogers	Y	Wytheville Community	Y	Y	Y	Y	Y	Y	N	N
New River Valley	Y	VA Tech	Y	Y	Y	N	Y	N	N	Y
		Radford University	Y	N	Y	N	N	N	N	N
		New River Community	Y	N	N	N	N	N	N	N
Norfolk	Y	Old Dominion University	N	Y	N	N	N	N	N	N
Northwestern	N									
Piedmont	N									
Planning District One	Y	U.VA's College at Wise	Y	Y	Y	Y	Y	Y	Y	Y
		Mountain Empire Community	Y	Y	Y	Y	Y	Y	Y	Y
Portsmouth	N									
Prince William	N									
Rappahannock Area	Y	University of Mary Washington	Y	Y	Y	N	Y	Y	N	N
Rappahannock- Rapidan	Y	Lord Fairfax Community	Y	Y	N	N	Y	N	Y	N
		Germanna Community	Y	Y	N	N	Y	N	Y	N
Region Ten	Y	University of Virginia	Y	Y	Y	Y	N	N	N	N
Richmond Behavioral Health	Y	Virginia Commonwealth University	Y	Y	Y	N	N	N	N	N
		University of Richmond	Y	N	Y	N	N	N	N	N
Rockbridge Area	N									

Southside	N									
Valley	N									
Virginia Beach	N									
Western Tidewater	N									
<b>Yes</b>	16		26	21	21	7	14	7	6	5
<b>No</b>	24		1	6	6	20	13	20	21	22
<b>NA</b>										
<b>% Yes</b>	40.0%		96.3%	77.8%	77.8%	25.9%	51.9%	25.9%	22.2%	18.5%
<b>% No</b>	60.0%		3.7%	22.2%	22.2%	74.1%	48.1%	74.1%	77.8%	81.5%
<b>% NA</b>										

**Attachment B (Part 2)**

<b>CSB</b>	<b>Q3a</b>	<b>Q3b</b>	<b>Q3c</b>	<b>Q3d</b>	<b>Q3e</b>
	Do you have regular meetings with reps of colleges in your area to address areas of mutual interest?	Do you offer any special or targeted services/programs to students?	Would you provide mandated svcs to students when these svcs are required by a college/univ. as a part of a planned intervention?	Have you ever been asked by a college/univ. To provide mandated svcs to a student?	Do you conduct prescreening evaluations for TDOs on the campus of local colleges/univ?
Alexandria	N	Y	Y	N	N
Alleghany Highlands	N	N	Y	N	N
Arlington	N	N	Y	Y	Y
Blue Ridge Behavioral	N	N	N	N	N
Central Virginia	Y	N	Y	Y	N
Chesapeake	N	N	Y	Y	Y
Chesterfield	N	N	Y	N	N
Colonial	Y	N	Y	Y	N
Crossroads	N	Y	Y	Y	N
Cumberland Mountain	Y	N	Y	N	N
Danville-Pittsylvania	N	N	Y	Y	N
Dickenson	NA	N	Y	N	NA
District 19	N	N	Y	N	Y
Eastern Shore	N	N	Y	Y	N
Fairfax-Falls Church	Y	N	Y	N	Y
Goochland-Powhatan	N	N	Y	N	N
Hampton-Newport News	N	N	Y	Y	Y
Hanover County	Y	N	Y	Y	Y
Harrisonburg-Rockingham	N	N	Y	Y	Y
Henrico Area	Y	N	N	N	Y
Highlands	Y	Y	Y	Y	N
Loudoun County	N	N	Y	N	N
Middle Peninsula-Northern Neck	N	Y	Y	N	N
Mount Rogers	Y	Y	Y	N	N
New River Valley	Y	Y	Y	Y	Y
Norfolk	Y	N	Y	Y	Y
Northwestern	N	N	Y	Y	N
Piedmont	N	N	Y	Y	N
Planning District One	Y	Y	Y	Y	N
Portsmouth	N	Y	Y	N	Y



Prince William	N	N	Y	N	N
Rappahannock Area	Y	N	Y	N	Y
Rappahannock-Rapidan	Y	Y	Y	N	N
Region Ten	Y	N	Y	N	N
Richmond Behavioral Health	Y	N	Y	Y	Y
Rockbridge Area	N	N	Y	N	N
Southside	N	N	Y	N	N
Valley	N	N	Y	Y	N
Virginia Beach	N	N	Y	N	Y
Western Tidewater	N	N	Y	N	N
<b>Yes</b>	15	9	38	18	14
<b>No</b>	24	31	2	22	25
<b>NA</b>	1				1
<b>% Yes</b>	37.5%	22.5%	95.0%	45.0%	35.0%
<b>% No</b>	60.0%	77.5%	5.0%	55.0%	62.5%
<b>% NA</b>	2.5%				2.5%